

PROVIDER MEMO

To: SCFHP Providers – SCFHP Direct, NEMS
From: Laurie Nakahira, Chief Medical Officer
Date: June 22, 2022
Subject: 2022 Medi-Cal & Cal Medi-Connect Wellness Rewards Program

Dear providers,

Santa Clara Family Health Plan is excited to announce the **2022 Wellness Rewards Program**. The program aims to motivate SCFHP members to see their doctor in a timely manner for required screenings, wellness exams, and disease self-management. Members who meet the eligibility criteria for each measure will receive a mailer from SCFHP to learn how they can qualify for the reward.

Medi-Cal Wellness Rewards will focus on:

- Comprehensive Diabetes Care – Diabetes HbA1c Test (CDC-HT)
- Well-Child Visits 0-15 months (W30A)
- Well-Child Visits 15-30 months (W30B)
- Adolescent Well-Care Visits 9-13 years (WCV)
- Healthy Moms, Healthy Babies Prenatal Program (PPC)
- Breast Cancer Screening (BCS)
- Cervical Cancer Screening (CCS)
- Chlamydia Screening (CHL)

Cal Medi-Connect Wellness Rewards will focus on:

- Comprehensive Diabetes Care – Diabetes HbA1c Test (CDC-HT)
- Colorectal Cancer Screening (COL)
- Breast Cancer Screening (BCS)

Please see the attached summary sheet for more information about these programs, including terms, conditions, and eligibility requirements. No signed attestation is required. Servicing provider must submit claim to SCFHP with correct CPT/ICD-10 codes as identified by NCQA HEDIS® Technical Specifications for each measure within 90 days after service is rendered.

Staff can also log in to SCFHP Provider Link at providerportal.scfhp.com to identify members who have an existing gap in care for any of the measures listed above. Some rewards are not available for the whole year. Please refer to the attached summary for specific dates.

Qualifying and compliant members will receive notification by U.S Mail on their reward within 90 days from the date of the submitted claim.

If you have any questions regarding this information, please contact HealthEd@scfhp.com.

Attachments:

- 2022 Medi-Cal Wellness Rewards Program Summary
- 2022 Cal Medi-Connect Wellness Rewards Program Summary

Santa Clara Family Health Plan 2022 Medi-Cal Member Incentives Summary*

	Child and Adolescent				Healthy Moms, Healthy Babies Prenatal Program (PPC)
	Well Child Visits 0-30 months (W30) Group A	Well Child Visits 15-30 months (W30) Group B	Childhood Immunization Status (CIS-Flu)	Adolescent Well Care Visits 9-13 year olds (WCV)	
Who is eligible?	SCFHP children who turn 15 months old in 2022	SCFHP children who turn 30 months old in 2022	SCFHP children between ages 0-2 years old in 2022	SCFHP adolescents between ages 9-13 years old in 2022	Pregnant members, ages 16+ in 2022
What type of service needs to be completed and by when?	Members age 0-15 months complete 6-well care visits with PCP before turning 15 months old in 2022	Members age 15-30 months complete blood lead screening before 2nd birthday AND 2 or more well-child visits before 30 months old in 2022	Member completes one (1) dose of flu shot by their birthday in 2022	Member completes at least one (1) comprehensive well-care visit with PCP between 01/1/22-12/31/22	Member completes 1 prenatal visit between weeks 1 and 12 and attends SCFHP Virtual Baby Shower and/or completes 1 postpartum visit between 7-84 days after delivery by 12/31/22
What notification will be sent?	Members' parent/guardian will receive a mailer if they are eligible for the incentive	Members' parent/guardian will receive a mailer if they are eligible for the incentive	Members' parent/guardian will receive a mailer if they are eligible for the incentive	Members' parent/guardian will receive a mailer if they are eligible for the incentive	No mailing notification. Member must register and attend baby shower. Register: https://bit.ly/SCFHP-BabyShower .
Line of Business / Product	Medi-Cal/ Non-Dual	Medi-Cal/ Non-Dual	Medi-Cal/ Non-Dual	Medi-Cal/ Non-Dual	Medi-Cal/ Non-Dual
Program Population Focus	Entire eligible population (All)	Entire eligible population (All)	Entire eligible population (All)	Entire eligible population (All)	Entire eligible population (All)
Notification Mailing Planned Start Date	May	May	May/July	June	No mailings. Referral-based program or member registers online.
Incentive	\$30 gift card	\$30 gift card	\$20 gift card	\$50 gift card	Diaper bag for attending SCFHP Baby Shower. \$40 gift card for Postpartum Visit
	Well Woman			Chronic Conditions	
	Breast Cancer Screening (BCS)	Cervical Cancer Screening (CCS)	Chlamydia Screening in Women 18-24 year olds (CHL)	Comprehensive Diabetes Care -HbA1C Testing (CDC-HT)	Controlling High Blood Pressure (CBP)
Who is eligible?	Asian Indian and Caucasian female members, ages 50-74 who are missing breast cancer screening (mammogram) as of 2022.	Asian Indian and Caucasian female members, ages 21-64 who are missing cervical cancer screening (pap smear) as of 2022.	Female members assigned to SCFHP Direct Network, ages 18-24, who are missing chlamydia screening as of 2022.	Members ages 18-75 with a diagnosis of diabetes, who did not have BOTH HbA1C test and office visit from 1/1/22- 9/30/22	Members ages 18-85 years with a diagnosis of high blood pressure in 2022
What type of service needs to be completed and by when?	Member completes screening mammogram between 6/1/22-12/31/22	Member completes pap smear with or without HPV between 6/1/22-12/31/22	Member completes chlamydia test with PCP between 1/1/22 - 12/31/22	Member completes A1C testing between 10/1/22 - 12/31/22	Member attends SCFHP Health Education Hypertension class between 1/1/22 -12/31/22. (maximum 1 time during year)
What notification will be sent?	Member will receive a mailer if they are eligible for the incentive	Member will receive a mailer if they are eligible for the incentive	Member will receive a mailer if they are eligible for the incentive	Members will receive a mailer if they are eligible for the incentive	No mailing. SCFHP will conduct outreach to members who meet criteria. Members can also self-register: https://bit.ly/HighBloodPressureClass
Line of Business / Product	Medi-Cal/ Non-Dual	Medi-Cal/ Non-Dual	Medi-Cal/ Non-Dual	Medi-Cal/ Non-Dual	Medi-Cal/ Non-Dual
Program Population Focus	Asian Indian & Caucasian groups with care gap only	Asian Indian & Caucasian groups with care gap only	All members assigned to the SCFHP Direct Network	Members with care gap only	Entire eligible population (All)
Mailing Planned Start Date	June	June	June	October	No mailings.
Incentive	\$25 gift card	\$25 gift card	\$50 gift card	\$20 gift card	\$15 gift card & BP monitor w/ Rx (BP part of Medi-Cal benefits)

Members assigned to Kaiser not eligible. Cal Medi-Connect members or members with SCFHP as secondary insurance do not qualify. SCFHP follows NCQA technical specifications for all measures to determine eligibility. Members must currently be enrolled with SCFHP to qualify. Members who terminated with SCFHP are not eligible for rewards regardless of when visit was completed. Other terms and conditions may apply. Eligibility and terms subject to change. No provider attestation form is required. Provider must bill visit per HEDIS Technical specifications and codes in order for visit to qualify for reward. Compliant members will receive notification from gift card vendor via U.S mail on how to claim their reward within approximately 3 months from date claim is submitted. Program ends 12/31/22.

Santa Clara Family Health Plan 2022 Cal Medi-Connect (CMC) Member Incentives Summary*

	Breast Cancer Screening (BCS)	Colorectal Cancer Screening (COL)	Comprehensive Diabetes Care (A1c larger than 9%)
Who is eligible?	Female members, 50-74 years old did not complete a breast cancer screening (mammogram) from 10/01/2020 – 12/31/2021	Adult members, 50-75 years old who did not complete a qualified colorectal cancer screening from 01/01/2011 – 12/31/2021	Adult members, 18-75 years old with a diagnosis of uncontrolled diabetes.
What type of service needs to be completed and by when?	Member completes screening mammogram between 01/01/22 - 12/31/22	Member completes colorectal cancer screening between 01/01/22 - 12/31/22	Member completes A1c blood test between 01/01/22 - 12/31/22
What notification will be sent?	Member will receive a mailer if they are eligible for the incentive	Member will receive a mailer if they are eligible for the incentive	Member will receive a mailer if they are eligible for the incentive
Line of Business / Product	Cal Medi-Connect only	Cal Medi-Connect only	Cal Medi-Connect only
Program Population Focus	Entire eligible population (all)	Entire eligible population (all)	Entire eligible population (all)
Mailing Planned Start Date	July	July	July
Incentive	\$40 gift card	\$50 gift card	\$20 gift card

SCFHP follows NCQA technical specifications for all measures to determine eligibility. Members must currently be enrolled with SCFHP to qualify. Members who termed with SCFHP are not eligible for rewards regardless of when visit was completed. Other terms and conditions may apply. Eligibility and terms subject to change. No provider attestation form is required. Provider must bill visit per HEDIS Technical specifications and codes in order for visit to qualify for reward. Compliant members will receive notification from gift card vendor via U.S mail on how to claim their reward within approximately 3 months from date claim is submitted. Program ends 12/31/22. ** Updated 03/21/22